

# HEADQUARTERS DEPARTMENT OF THE ARMY

## QUALITATIVE MANAGEMENT PROGRAM INFORMATION HANDBOOK

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### **The Qualitative Management Program (QMP):**

The U.S. Army Enlisted Records and Evaluation Center (USAEREC) processes all DA Denial of Continued Active Duty Service under the QMP. Currently, Army Regulation 635-200, (Update 1 November 2000) Chapter 19, sets forth policy and prescribes procedures in implementing the QMP determination. All QMP packets are mailed to installation commanders or other appropriate commanders, along with administrative instructions for further processing.

### **The QMP is designed to:**

- a. Selectively retain the best qualified soldiers to length-of-service retirement.
- b. Deny continued service to soldiers who do not meet Army standards for performance, conduct, attitude, and potential for advancement.
- c. Encourage soldiers to maintain their eligibility for further service.

### **Who may be considered for QMP Selection?**

The criteria to be considered, but which does not mandate referral for QMP, may include, but is not limited to the following:

- a. Exhibited moral or ethical conduct incompatible with the values of the NCO Corps and the Army ethic.
- b. Does not exhibit potential to perform NCO duties in the current rank.
- c. A decline in efficiency and performance over a continuing period to a clearly substandard level as reflected by Noncommissioned Officer Evaluation Report (NCOER) or related reports.
- d. Recent or continuing disciplinary problems as evidenced by Article(s) 15, court-martial, or memoranda of reprimand.
- e. Failure to comply with requirements of the Army body composition program, or inability to meet physical fitness standards.

### **Notification Procedures**

Soldiers selected for HQ, DA-Directed Denial of Continued Active Duty Service will be so informed by individual memorandums. Return the QMP packet to Commander,

USAEREC, PCRE-RP-Q, along with two copies of the appropriate orders for a soldier who:

- a. has an approved retirement application or published retirement orders.
- b. has published separation orders.
- c. is being processed for separation under any provisions of AR 635-200.
- d. has been permanently reassigned.

### **Presenting the QMP Action**

a. The commander (LTC or above) in the soldier's chain of command will personally interview the soldier and give him/her the QMP memorandum and enclosures in the packet. The commander will ensure:

(1) He or she counsels the soldier so the soldier understands the potential impact the QMP determination may have on his/her Army career, to include mandatory initiation of separation action.

(2) The soldier and commander complete the Statement of Option within 7 days of receipt.

(3) The soldier understands that an appeal of the QMP determination must be submitted to the immediate commander within 60 days of signing the option statement, so as to arrive at USAEREC within 90 days of notification.

(4) The soldier understands that he/she may seek assistance from local commanders, local personnel service officials, servicing career counselors, legal counsel, and officials from USAEREC.

b. Soldiers in a TDY status attending school will remain TDY until completion of their course. When they return to their parent unit the commander will present the QMP determination at that time.

c. The QMP determination will be presented to soldiers who are awaiting the results from a Medical Evaluation Board (MEB) or a Physical Evaluation Board (PEB). The soldier should choose the best available option as if the medical condition did not exist. The option statement should be returned to USAEREC along with a copy of the documentation referring the soldier to a medical board. Any separation action under the QMP will be suspended until the MEB/PEB is finalized. If the findings of the medical board determine the soldier is fit for military service, any suspended separation or retirement action under the QMP will take place 90 days after the pre-separation counseling.

d. The QMP determination may be forwarded to the LTC in command for presentation to soldiers who are deployed with their units.

### **Material Error Criteria**

a. An error is considered material when there is a reasonable chance that had the error not existed, the soldier might not have been selected for a denial of continued service under the QMP.

b. USAEREC will determine if a material error exists. If one or more of the following conditions existed at the time the soldier's record was reviewed by the QMP Selection Board, contact USAEREC (PCRE-RP-Q) immediately.

(1) An adverse Noncommissioned Officer Evaluation Report (NCOER) or Academic Evaluation Report (AER) was declared invalid in whole or in part which will cause the cited report(s) to be amended or removed from the OMPF.

(2) An adverse document (such as Article 15 punishment) belonging to another soldier was cited by the board as justification for QMP selection.

(3) Courts-martial order that was filed in the performance portion of the OMPF when all the findings were not guilty, and the order was cited by the board as justification for QMP selection.

(4) A record of Article 15 punishment that was directed to be filed in the restricted portion of the OMPF, was erroneously filed in the performance portion of the OMPF, and was cited by the board as justification for QMP selection.

(5) A record of Article 15 punishment that was cited by the board as justification for QMP selection, that was subsequently wholly set aside by the issuing commander, and the setting aside document was not forwarded to USAEREC as the authority to remove the original Article 15.

(6) A memorandum of reprimand was filed in the performance portion of the OMPF and was cited by the board as justification for QMP selection. The DA Suitability Evaluation Board determined the document had served its intended purpose and approved the soldier's request to transfer the document to the restricted portion of the OMPF.

### **QMP Appeals - Who should appeal?**

a. All soldiers are afforded the opportunity to submit an appeal of the denial of continued service under the QMP in his/her own behalf. Appealing the QMP determination allows the soldier to explain to the board the circumstances surrounding

the incident(s) that was documented on the performance portion of the Official Military Personnel File (OMPF).

(1) The soldier should address each document separately that is cited by the board as the basis for the denial of continued service. The appellant should provide any additional evidence that is relative to the incident(s), to include, but not limited to, commander's inquiry, 15-6 investigation, official court documents, and supporting statements from individuals outside of the chain of command.

(2) The soldier should include in the appeal packet any award order or citation for the Army Good Conduct Medal, or awards for valor and meritorious service/achievement that was not filed in the performance portion of the OMPF when reviewed by the QMP Selection Board.

b. Soldiers who have less than 90 days remaining on the current term of service may be extended for a period of time sufficient to allow processing of the QMP appeal.

c. Soldiers stationed in CONUS or OCONUS long tour areas will be stabilized at current station of assignment until the appeal has been reviewed, and the results have been received.

d. Soldiers stationed OCONUS short tour areas may be reassigned at normal DEROS if their QMP appeal has been initiated and given to the immediate commander to process through the chain of command. Two copies of the soldier's new assignment orders should accompany the appeal packet when mailed to USAEREC. The appeal results will be mailed to the gaining unit.

e. Personnel Service Battalion officials or appropriate commander may contact USAEREC to request additional time to process the QMP appeal through the chain of command when the lateness is not the soldier's fault. The lateness may be due to commanders being TDY, temporarily deployed away from the unit, etc.

### **Commander Appeals**

a. A commander in the rank of LTC or higher may submit an appeal on behalf of a soldier selected for QMP on the basis of the soldier's current performance and potential. Such an appeal must be based on the commander's judgment that the soldier merits retention after comparing the soldier's current performance with the documents cited as grounds for the QMP selection.

b. A commander's appeal is separate and distinct from the soldier's own appeal since it is based on different criteria.

c. Commander appeals must be processed through the soldier's chain of command and must reach USAEREC within 120 days of the date the soldier is notified of the QMP selection.

### **QMP Appeals Board Procedures**

a. The QMP Appeals Board will give each appeal a complete and impartial review. The board members take into consideration the appellant's rebuttal statement and enclosures, the performance portion of the OMPF, and the recommendations of the chain of command before determining if the appeal will be approved or disapproved.

b. The results of the QMP Appeals Board are mailed to Post Commanders or Personnel Service Battalion/Center officials and forwarded through the chain of command to the soldier. Each soldier receives a copy of his/her statement of rebuttal, the recommendations from each commander in the chain of command, and the approval or disapproval determination by the board. The complete appeal packet remains on file at USAEREC.

c. A soldier whose QMP appeal is disapproved who has at least 18 years of active Federal service will be retained on active duty until he/she is retirement eligible with 20 years of service (Title 10, United States Code).

d. A soldier whose QMP appeal is disapproved who has less than 18 years active Federal service will be discharged from the U.S. Army 90 days following his/her pre-separation counseling. The soldier will be authorized half separation pay.

e. When a QMP appeal is approved, a soldier will not be selected for another QMP determination by a subsequent board based solely on the same documentation that was cited by a previous QMP Selection Board. The soldier should take action to have the document(s) removed.

### **What is the percentage of appeals that are approved by the board?**

a. The percentage of approved appeals varies with each QMP Appeals Board.

b. Success in appealing the QMP determination depends largely on the effect the documented incident(s) has had on the soldier's overall performance, and whether the offense has been repeated.

c. Good substantive comments and approval recommendations from the chain of command may contribute to the success of the appeal. Commanders may speak about their personal observation of the soldier's performance, character, behavior, and attitude.

## **Frequently Asked Questions:**

Q: I submitted my QMP appeal to my immediate commander within the 60 day suspense time, but it is not going to arrive at USAEREC on time. Will I be forced to separate?

A: No! A soldier will not be penalized when the lateness of the QMP appeal is due to the chain of command. Additional time may be granted by USAEREC.

Q: I chose option #1 to submit an appeal, but I have changed my mind and do not want to appeal. What should I do?

A: Sign and date a new Statement of Option, choosing option #2.

Take a copy of the new statement to the transition point so separation orders can be published.

Q: My QMP appeal was disapproved. I don't agree with the QMP Appeals Board's decision. Who can I write to?

A: You may request a review by the Army Board for Correction of Military Records (ABCMR), using DD Form 149 (ABCMR application).

However, submission of an application to the ABCMR does not necessarily mean that the request will be approved, and such submission does not constitute a stay of the QMP proceedings.

Q: I am appealing one of the three documents cited as the basis of my QMP selection. I was told I would not be separated until I received the results of the appeal. Is this true?

A: No. A soldier will not be held beyond his/her mandatory separation date as directed by the QMP while other appeals are being processed.

Q: The QMP determination was based on a Relief for Cause (RFC) NCOER that I am currently appealing. Should I submit the same documentation in my QMP appeal?

A: Yes! Submit all documented evidence with your QMP appeal that will convince the QMP Appeals Board that the evaluation report is unfair, unjust, or not a true representation of your performance and future potential.

Q: My QMP appeal was disapproved, and I have 80 days leave balance on my last leave and earnings statement. Will I lose some of the leave I have earned?

A: You need to submit a DA Form 4187 (Personnel Action) through your chain of command to USAEREC requesting that your separation/ retirement date be adjusted a sufficient amount of time to fully utilize your leave balance. USAEREC is the approval authority.

Q: Some of the commanders in my current chain of command are not recommending approval of my QMP appeal. Does that mean my appeal will be denied?

A: No. The chain of command gives board members a clearer picture of a soldier's current performance and behavior. However, the board's decision that a soldier should be retained on active duty with the U.S. Army is not based solely on what the chain of command recommends

### **QUICK ADDRESS/PHONE REFERENCE**

Commander  
U.S. Army Enlisted Records and Evaluation Center (USAEREC)  
ATTN: PCRE-RP-Q  
8899 East 56th Street Indianapolis, IN 46249-5301  
DSN 699-3705/3707/3687  
FAX Number DSN 699-3685  
COML (317) 510-XXXX

USAEREC, NCOER Appeals  
DSN 699-3704/3705

USAEREC, Records Review Room  
(to schedule appointment) - DSN 699-3361

USAEREC, OMPF Automated Telephone Request  
DSN 221-EREC (3732)

Army Board for Correction of Military Records (ABCMR)  
1941 Jefferson Davis Highway, 2d Floor  
Arlington, VA 22212-4508  
DSN 327-2248  
COML (703) 607-2248

DA Suitability Evaluation Board  
Hoffman Building II, Room 5S33  
ATTN: DAPE-MPC-E  
Alexandria, VA 22332-2600  
DSN 221-8671/72  
COML (703) 325-8671/72

Commander  
Total Army Personnel Command  
ATTN: TAPC-MSP-E  
Alexandria, VA 22332-0443  
DSN 221-3967 (Sr. Enlisted Promotions)  
DSN 221-0273 (Standby Advisory Board)